



APRIA HEALTHCARE®  
26220 Enterprise Court  
Lake Forest, CA 92630

August 16, 2012



Sample A. Sample  
123 Anystreet  
Anytown, US 12345-6789



*Important Security and Extended Protection Notification*

**RE: YOUR PERSONAL INFORMATION**

The purpose of this letter is to inform you of an information security incident. On June 14, 2012, a laptop owned by Apria Healthcare, Inc. ("Apria") was stolen from a locked vehicle. After thoroughly investigating the incident through our corporate compliance program, we learned that the files on the stolen laptop's hard drive contained some of your personal information that was given to us as part of providing service to you, including your social security number and name, and may have included your date of birth and/or other personal or health information related to you. We truly regret that this incident occurred and understand that it may cause you concern. We have taken many steps necessary to address the incident and are committed to fully protecting all of your personal information.

To help protect your identity, we are offering **free** coverage by Experian's ProtectMyID® Alert program for one year. This product helps detect possible misuse of your personal information and provides you with superior identity protection services.

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report.

In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

**Activate Your Free ProtectMyID Service now in Three Easy Steps:**

1. ENSURE **that you enroll by:** November 30, 2012
2. VISIT **the ProtectMyID Web Site:** <http://www.protectmyid.com/redeem> or call 888-451-6562 to enroll
3. PROVIDE **Your Activation Code:** 999999999

To offer added protection, you will receive ExtendCARE™, which provides you with the same high level of Fraud Resolution support even after your ProtectMyID membership has expired, at no additional cost to you.

**Activate your membership today at <http://www.protectmyid.com/redeem> or call 888-451-6562 to register with the activation code above.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit

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report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 888-451-6562.

We also suggest that you take the following steps:

**Check your credit and accounts frequently** over the next few years to help ensure no one steals your identity.

**Send a fraud alert** to the following three credit reporting agencies:

Credit Reporting Agency	Telephone Number	E-mail Address	Postal Address
Equifax	1-800-685-1111	www.equifax.com	P.O. Box 740241 Atlanta, GA 30374
Experian	1-888-397-3742	www.experian.com	P.O. Box 2104 Allen, TX 75013
TransUnion	1-800-680-7289	www.transunion.com	P.O. Box 6790 Fullerton, CA 92834

**Contact the Federal Trade Commission**, Consumer Response Center, 1-877-438-4338, Room 130-B, 600 Pennsylvania Avenue, N.W. Washington, D.C., 20580, (<http://www.ftc.gov/bcp/menus/consumer/data.shtm>) which can provide additional advice regarding how to protect your personal information.

**Notify law enforcement** or the office of your state Attorney General if you suspect that your personal information has been used fraudulently.

If you have questions or concerns regarding this matter and/or the protections available to you, please contact us at 888-451-6562. This is a special toll-free phone number we have created specifically to respond to inquiries concerning this incident. You can also contact us at [Contact\\_Us@apria.com](mailto:Contact_Us@apria.com) or the following address:

APRIA HEALTHCARE, Attn: HIPAA Privacy Officer  
26220 Enterprise Court  
Lake Forest, CA 92630

In addition to our ongoing internal investigation, we are working with law enforcement to retrieve the stolen laptop. Also, we are taking additional precautions to prevent this type of incident from happening again, including reinforcing the importance of protecting the privacy and security of our patients' confidential information with our employees and exploring new technologies to protect it further.

We sincerely apologize for this incident, regret any inconvenience it may cause you, and encourage you to take advantage of the product outlined herein.

Sincerely,



Doreen Bellucci  
Privacy Officer, Vice President and Associate General Counsel